



THE IPN DISPATCH

IPN Monthly Dispatcher Update

DECEMBER 2016

Happy Holidays

Your IPN Admin staff would like to extend our wishes to you and your families to have a wonderful holiday season. Regardless of faith or religion, we are all a team here and we hope your celebration is one of love, giving, and renewal.

Ontario Working Fires

IPN is happy to announce the addition of a Working Fire category to the Ontario chapter. This is in response to a request made by a dispatcher in the Toronto area because that agency has both a 1 Alarm Fire and a Working Fire (different alarm levels). If there are other ONT agencies that operate the same way please use this new category accordingly.

Please let us know if there is something you would like to see added for your area. While we do serve a huge international area it is our desire to stay local as well.

Chapter Stats

The October numbers are in! Not much has changed in the top 3 as California, New York and Florida continue to battle it out for bragging rights as the busiest chapter. For now Florida seems stuck in the #3 position. Perhaps this will change when those snow birds arrive?

The big news on the lower half of the ten is Texas jumping back to the six spot. This isn't their first big month but climbing up from the 10 spot the prior month caught our attention. We are pleased to see Ohio return in the number 9 position. Maryland was bumped but they have had an amazing November and are expected to return. Michigan missed making the list by only 39 incidents. Come on Wolverines! You can do it.

JULY	AUG	SEPT	OCT
CALIFORNIA	CALIFORNIA	NEW YORK	CALIFORNIA
NEW YORK	FLORIDA	CALIFORNIA	FLORIDA
FLORIDA	NEW YORK	FLORIDA	NEW YORK
MASS	MASS	NEW JERSEY	NEW JERSEY
PENNSYLVANIA	NEW JERSEY	MASS	MASS
NEW JERSEY	PENNSYLVANIA	PENNSYLVANIA	TEXAS
ILLINOIS	ILLINOIS	ILLINOIS	PENNSYLVANIA
TEXAS	TEXAS	MARYLAND	ILLINOIS
MARYLAND	OHIO	ONTARIO	OHIO
OHIO	MARYLAND	TEXAS	ONTARIO

IPN Dispatcher of the Month

We are pleased to announce that **ARI666** has been named DOTM!

Congratulations to this Hotline dispatcher that has been with IPN since 2010!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

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Major Policy Change

IPN has had an incident control policy in effect since the company started nearly two decades ago. The purpose of this policy was to ensure that dispatchers' rights were not trampled on and that they retained control of an incident until it was completed.

The company will continue to have, and enforce, a control policy; however, there will be some changes taking place effective January 1st, 2017. These changes will address some of the delays that we have been seeing on critical updates. This new policy ensures that important information is not missed because someone got called in to work, was distracted by other incidents, or simply took a restroom break.

To ensure that critical updates are transmitted promptly, the prior policy that requires dispatchers to contact the person in control of the incident has been repealed. The reason for this is the significant delay that results when important info needs to go out. The new rule is as follows:

- Dispatchers are asked to remain in the chat room while covering a major event so that other dispatchers can work with them to cover the incident. You are not required to be in chat but it is preferred that you do.
- When in chat please respond to any posts related to your call. Communication with your fellow team members is a huge part of what we do.
- The control dispatcher will have 5 minutes from the time it is given over the scanner/radio/feed to retransmit an alarm upgrade or "Critical Update". Additional time may be given if you post in chat that you are working on it. If there is no post or you do not upgrade/update the control of the call will be forfeited after 5 minutes has passed.
- You can retain control even if someone else sends an update. To do this you must communicate with the person who updated and let them know that you are still on and will continue to cover the incident. Please be cordial.

Support will continue to handle any complaints regarding control violations. We will also address any questions or concerns. As always, the top priority is that notifications get promptly transmitted with accurate, timely, and useful information.

IPN continues to staff a 24/7 hotline which can be reached by calling 888-4-911-476 (888-4-911 IPN) or emailing hotline@incidentpage.net. These seasoned IPN dispatchers can send any incident or update on your behalf with you getting credit as well.

iPhone Issues

IPN has started to receive reports from some of our members that iPhone's Safari web browser is not allowing them to access the dispatch screen. Apparently they are making some changes on their end that have adversely affected your ability to load the dispatch screen.

Our admin staff has been researching alternative ways for dispatchers to send calls from their apple devices. While the jury is still out we have found that the "Puffin" app works quite well. It is an extremely fast browser that allows you to store your log in credentials. We know Safari was a pain because every time you tried to send a call it required you to re-enter your name and password. That alone won us over. If nothing else its worth a try.

If anyone knows of any other iPhone options please tell us about them. We value your input.





It has long been the policy of IPN not to send out play by play updates. In our experience, people just do not want their phone beeping every 30 seconds with trivial details. To help our team members better understand what we are looking for, a new series of "Spotlight On" articles will explaining what types of follow up notifications are allowed. We have coined the term "Critical Updates" which will be used going forward.

Our series begins with the structure fire groups. This encompasses a handful of category types. For simplicity we will not list them all here.

Any incident that is upgraded from one category to another requires the dispatcher to repeat the whole size up. If you have better info than what was included on a prior notification please use the more current details in your new alert. The update button can be used to auto fill the screen but you should remove the "U/D:" characters since this is a new alarm or category. Technically it is not an update but an upgrade. They are similar but also different. Upgrades will not be addressed any further. Instead we will focus on "Critical Updates".

When covering a structure fire an update is encouraged when any of the following occurs:

- 1 - Emergency Evacuation of a Structure
- 2 - Mayday, Missing Firefighter or Emergency Evacuation of the structure
- 3 - Fire personnel down, trapped or seriously injured
- 4 - Extension to exposure buildings
- 5 - Confirmation of rescues in progress or that rescues were made
- 6 - MCI declaration for multiple fire victims
- 7 - Any victim with serious or life threatening injuries or a fatality
- 8 - Collapse of the fire building
- 9 - Emergency safety messages transmitted by the IC (Live wires down, Off gassing LPG tank, Etc)

In addition to the critical updates above, you can continue to update with size up info if not previously known and significant address changes. If the address is only off by a few digits or one city block then it does not need to be updated on the fire category. You can send the address change over Smoke/Fire damage but it is not necessary to transmit this to the fire group. This is one exception to the no downgrade rule. Just be sure that any subsequent updates go to the appropriate fire category. Non critical info can be added after the important info in a critical update but not sent alone.

Don't Forget !!! We do not update to say a call has been placed under control. There is no reason to send an alert to list every unit that is involved or advise on station coverage. You should always note the fire unit that is on scene and giving the report. If you mention the officer ordering a higher alarm by name please make sure you spell their name correctly.

Chimney Fires

Tis the season... For chimney fires and our annual reminder on how to properly dispatch these incidents. Here are the key points to remember:

- Fires contained to chimneys are never sent to 1st Alarm Fire or Working Fire.
- If the FD is operating at a Chimney Fire on a major roadway you can send the alert to Traffic Advisory.
- All chimney fires, furnace malfunctions, and all other heating system problems creating smoke, get paged to Smoke Damage.

In addition:

- All calls with verified persons or animals trapped in chimneys can be paged to Technical Rescue.
- Incidents where the chimney is dismantled for rescue also get dispatched to the Structure Damage group.





PEN | West Chester, PA | AC Down | 1205 Ward Ave | Helicopter made off-runway emergency landing and tipped over. Fire & EMS at scene. | PEN060 |



DFW| Kaufman County, TX| 1 Alarm Fire| 7551 Cr-136| (delayed) FD O/S with heavy fire from a double wide mobile home. 1 smoke inhalation victim xported| DFW156

Ask QA

-National Page

"I get the national pages on really big incidents but I don't see how I send one myself when that incident might be mine someday."

National pages aren't sent all that often but when they are the incident should be of such grand importance that ALL IPN subscribers, regardless of chapter settings, would want to know about it (aircraft down in a populated area, large -scale mass casualty, etc). These alerts are screened by our admin staff, who have access to all dispatch chapters, and sent on a case-by-case basis.

If you have an incident you believe should be a national page, please send an email to support or contact the hotline for assistance. It is important to keep in mind that what is truly a major incident for your city still might not qualify for an IPN national alert.

Do you have a question for our QA staff? Send it to support@incidentpage.net



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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EMS Trivia

-10 Codes

The development of the APCO Ten Signals began in 1937 to reduce use of speech on the radio at a time when police radio channels were limited. Credit for inventing the codes goes to Charles "Charlie" Hopper, communications director for the Illinois State Police, District 10 in Pesotum, Illinois. Hopper had been involved in radio for years and realized there was a need to abbreviate transmissions on State Police bands.^[3] Experienced radio operators knew the first syllable of a transmission was frequently not understood because of quirks in early electronics technology. Radios in the 1930s were based on vacuum tubes powered by a small motor-generator called a dynamotor. The dynamotor took from 1/10 to 1/4 of a second to "spin up" to full power. Police officers were trained to push the microphone button, then pause briefly before speaking; however, sometimes they would forget to wait. Preceding each code with "ten-" gave the radio transmitter time to reach full power. An APCO Bulletin of January 1940 lists codes assigned as part of standardization.